Relations, Motivation, Grievances & Discipline: Certified Employee Relationship Management

13 – 17 December 2026
Amman (Jordan)



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Ref: 3005_249868 **Date:** 13 – 17 December 2026 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction

The employee relationship and motivation management course is designed to develop increased productivity and motivation through the application of best practices in the way that the organization treats employees. The employee relations training for HR professionals course will create a working environment where all staff can contribute to their full potential.

This employee relationship and motivation management course will involve creating a supportive and trusting climate at work and ensuring that individual and collective ER issues are handled positively and sensitively.

Within this employee relationship and motivation management course, individuals will engage with an employee motivation training course to explore the dynamics of enhancing workforce productivity and drive. Participants will learn about employee motivation strategies to foster a highly motivated team and discover ways to influence employee relations positively.

In the grievance handling process, attendees will gain a comprehensive understanding of grievance handling and be equipped with skills for effective employee grievance handling.

Furthermore, the employee relations training for HR professionals course will address the crucial area of employee discipline, providing HR professionals with the necessary knowledge and techniques to handle disciplinary matters constructively.

HR professionals in this course will receive specialized employee relations training designed to deepen their understanding of complex ER matters. It is an opportunity to achieve an employee relations certification or complete an employee relations certificate program that is directly aligned with the practical needs of the modern workplace and prepares them to address ER challenges competently.

Targeted Groups

- Managers, supervisors, and team leaders.
- Human resources specialists.
- Employees who want to gain new skills and knowledge to improve their careers.

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Course Objectives

At the end of this employee relationship and motivation management course, the participants will be able to:

- Create a close working relationship between the ER and the rest of the organization.
- Establish the policies that create a practical ER function.
- Match these policies to the practices that support them.
- Get the best from people.
- Address critical issues for ER and Supervisors/Team Leaders, such as handling absence, poor timekeeping, and unrealistic aspirations for promotion.
- Relate the role of ER to the role of the Managers/Supervisor and Team Leader.
- Manage the change.
- Deal with performance problems and modify the behavior of employees.
- Influence the behavior of managers and team leaders.
- Operate disciplinary procedures and grievance procedures.
- Know how to manage absence.
- Understand the role of an employee assistance program.
- Recognize the roles of HR and ER staff line managers, supervisors, and team leaders.

Targeted Competencies

- Leadership skills.
- Communication skills.
- Performance management.
- Employee relations.

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Course Content

Unit 1: The Core Role of Employee Relations

- The context.
- Change management.
- ER and nationalisation.
- Understanding the rationale of ER.
- The core role of ER.
- The distinction between the role of ER and the role of the manager.
- The impact on policies and procedures.
- Change agent and employee champion.
- The psychological contract.

Unit 2: The ER Function in Practice

- Communications.
- Team briefing.
- Consultation.
- Discipline - Gross misconduct.
- Discipline - poor performance.
- Appeals.
- Handling sickness absence.
- Return to work interviews.
- Notification rules.
- Trigger mechanisms.

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Unit 3: Supporting the Manager, Supervisor, or Team Leader

- Grievances.
- Conducting the grievance interview.
- Management's right to manage.
- Equal opportunities.
- Discrimination.
- Equality and diversity.
- Harassment and bullying.
- Motivation.

Unit 4: Managing Performance, Counseling, Providing Employee Assistance

- The performance management process.
- Motivation and goal theory.
- Giving feedback.
- Coaching.
- Counseling - managers and supervisors.
- Counseling employees.
- A Counseling style inventory.
- Employee assistance programs.

Unit 5: Getting the Best from People

- Getting the best from People.
- Then, the characteristics of leaders.
- Leading vs. managing.
- Leadership competencies.
- Leadership development.
- 360-degree feedback.
- Personal development planning.